

Arizona Integrated Services for CYSHCN Task Force

**Office for Children with
Special Health Care Needs**

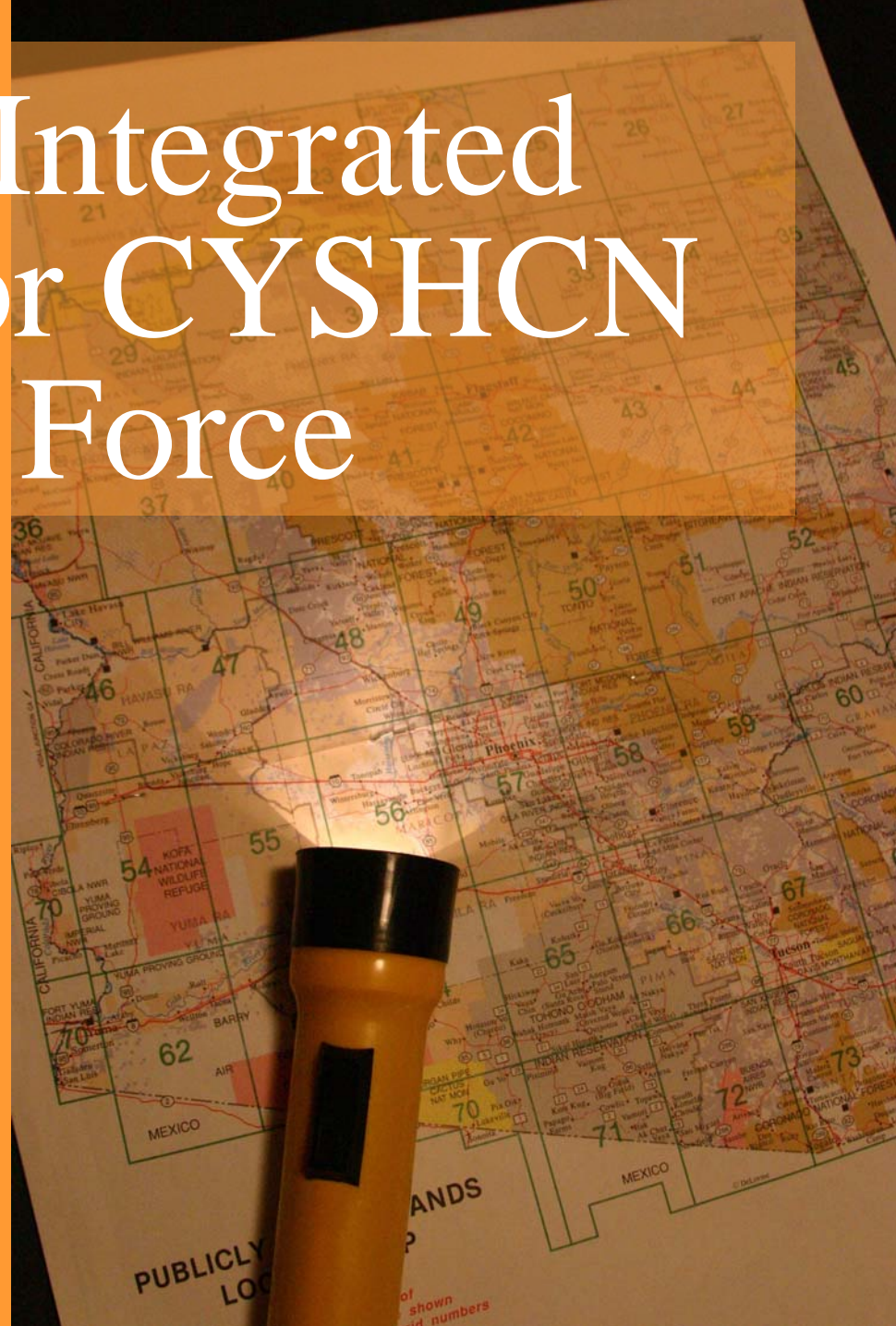
Preliminary Survey Results

Presented by

Jacquilyn Kay Cox, PhD

Principle Investigator

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Beliefs About Integration

- There is a need to integrate services for cyshcn in Arizona—**strongly agree**
- The biggest challenge to the integration of services for cyshcn is
 - The structure of state agencies—**agree**
 - The lack of time—**disagree**
 - The lack of money—**disagree**
 - The lack of a plan—**strongly agree**
 - The resources to devote to the issue—**agree**
 - The lack of understanding of the issues—**agree**

Beliefs About Integration

- **Biggest challenge(s) to integration**
 - Ability to provide equitable services to remote areas
 - The lack of family-centered care coordination for all families (2)
 - To provide commonly held knowledge of resources, referral processes, and billing procedures
 - Different payers/shortage of providers/parochial perspectives
 - Resources, commitment, and a plan
 - Lack of incentives and failure to use a systems approach
 - Collaboration between agencies, RHBAs, and providers
 - Territorial issues/lack of collaborative relationships (2)
 - The will to do it
 - No response (5)

Beliefs About Integration

- **Biggest asset in Arizona that can be utilized to develop an integrated system of care for cyshcn**
 - **Support of the Governor and State Agency Directors (4)**
 - **Past history of collaboration among agencies**
 - **CDI (2)**
 - **CRS (1)**
 - **Collaboration in committees**
 - **Knowledgeable people**
 - **Leadership of OCSHCN**
 - **Organized and committed families**
 - **People who want it done/people and agencies to define issues and develop an action plan**
 - **No response (2)**

Vision of the Task Force

- Create a framework of action for all state and local agencies
- Take steps to accomplish what many agencies have talked about, dreamed about
- To identify obstacles to better access and to provide a plan to overcome them
- Describe current system and identify where integration might occur and then define steps to make it happen
- To describe a vision of an integrated system
- Improved integration of health care for cyshcn
- Improve relationships at the state level so that things can work more smoothly at the community level
- Statewide interagency application and eligibility process (2)
- No response (5)

Readiness for Integration

- Organizational philosophy about integrated service **40% yes**
- Organizational supported activities that support integration **60% yes**
- Strategic plan of organization addresses integration of services for cyshcn **47% yes**

Practical Activity for Task Force

- **Determine what integration means—what would be different?**
- **Develop effective and accurate measures to assess integration**
- **Identify obstacles, resources, and community strengths**
- **Identify and review existing service integration initiatives and define strategies to support, expand, or coordinate initiatives/describe current system's services and identify gaps and/or potential areas of integration**

Practical Activity for Task Force (continued)

- **Develop a protocol and IGA between state agencies for the delivery of services to cyshcn/coordinate services across agencies**
- **Breakdown medical/mental health barrier**
- **Empower parents to take control of their child's care**
- **Think and plan well in the area of reimbursement for services**
- **Single application/eligibility process**
- **Teach the Community Development philosophy**
- **Establish an efficient method of compiling and disseminating information about AZ systems of care to the public (2)**

Wishful Activity for the Task Force

- **Electronic database/electronic medical record available to all agencies**
- **Explore current technologies (telehealth and electronic medical record)**
- **Create a system that allows the dollars to follow the patient rather than the patient traversing multiple systems**
- **Streamline funding/application for services process**
- **Present to the governor a broad plan for building upon the strength of current activities that would be instrumental in allocating resources**

My Role in This Task Force

- Proving information about successes and barriers that have been evident in our own ventures
- Providing input from the perspective of American Indians in Arizona, as well as those who reside in rural areas
- Helping to keep connection with children's systems
- Providing integrative developmental pediatric perspectives as it pertains to autism and related orders
- Community collaborator/represent families and communities (3)
- Identifying the challenges and barriers for children involved in the juvenile justice system from receiving health care services
- Bringing the broader perspective of service integration across a broader child and family and community vision, access to resources, and new funding
- Ensuring that behavioral health needs of cyshcn are available, accessible, able to merge with other agencies as needed, and are of high quality

To make this Task Force successful...

- the task force members must have a clear and consistent vision for service integration, knowledge of the current initiatives and strategies to support them, the ability to facilitate current initiatives, and opportunities to identify new collaborative initiatives.
- we must have meaningful participation and firm commitment from all the partners.
- there needs to be timely, clear, and purposeful communication about Task Force initiatives.
- there needs to be a continuous quality improvement model promoted which includes building partnerships, collecting baseline data, developing an action plan, implementing the plan, and measuring the results.

To make this Task Force successful...

- it needs to make concrete measurable steps to complete objectives.
- give it teeth, i.e., the power to enact change!
- leadership needs to simplify the identification of the issues, avoid political conflict, and focus on reachable objectives.
- there needs to be achievable outcomes and adequate staff support.
- it will take a concerted effort, collaboration among multiple agencies and organizations, and it will require input from the cyshcn and their families.
- we need to share a common goal.
- we must get the support of involved agencies to make necessary policy changes and changing operations—even when it may be uncomfortable for some.

Next Steps

- Thank you to those who have already responded!
- Return your survey!
- Next meeting will review the results in more depth

Thank You